[V7] ISSUE:"[OneDriveManager.getAppName] Invalid sClientid: null" error after selecting OneDrive backup destination to restore files

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Product Version:
AhsayOBM / AhsayACB: 7.5.0.0 to 7.x
OS: ALL

ATTENTION 1st January, 2022: v7 officially End-of-Life [details]

Description

When performing a restore on AhsayOBM/AhsayACB the following error is shown after selecting OneDrive or OneDrive for Business backup destination **"[OneDriveManager.getAppName] Invalid sClientid: null"** .

Cause

The OneDrive authentication token has expired. This could be caused by long periods without regular use, i.e. no regular backups or restore from the backup destination.

Resolution

To resolve this problem, refresh the OneDrive authentication token:
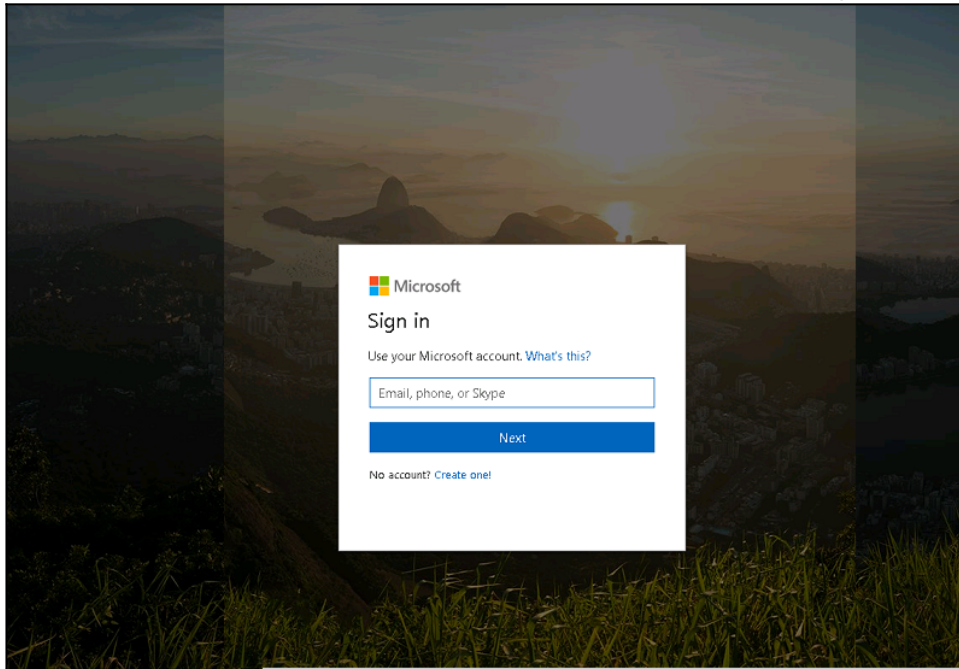
1. On the AhsayOBM/AhsayACB UI
2. Go to [Backup Sets] and select the affected backup set.
3. Click on the OneDrive Destination.

4. Click on the **Refresh** button.

5. A web browser session will be launched. Enter the OneDrive login credentials.
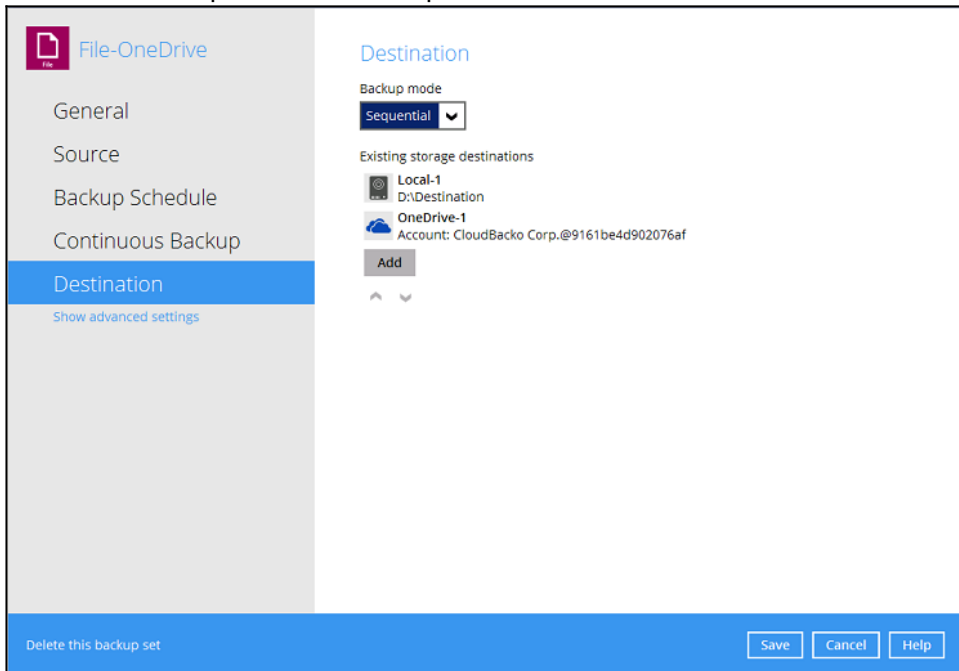

6. Copy the authorization code for OneDrive.

7. Paste the authorization code back to AhsayOBM/AhsayACB and click **OK** .

8. After the authorization code has been verified. Click **OK** to continue.

9. Click **Save** to update the backup set.

Keywords

OneDrive, OneDrive for Business, Office 365, expired token, OAuth

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